



## **Systems Software Specialist I (Technical)**

**Agency Code: 7500 Class Code: 1587 Exam Code: 9PB32**

<b>Department(s):</b>	State Personnel Board/Statewide
<b>Opening Date:</b>	1/12/2010 8:45:00 AM
<b>Final Filing Date:</b>	Continuous
<b>Type of Examination:</b>	SERVICEWIDE OPEN
<b>Salary:</b>	MONTHLY-RANGED-SALARY - \$5,064.00 to \$6,465.00
<b>Tenure/Time-base:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	State-wide

### **EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.

### **DRUG FREE STATEMENT**

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

### **WHO SHOULD APPLY?**

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

### **FILING INSTRUCTIONS**

**Final File Date: CONTINUOUS**

**Where to Apply: Click on the Exam link at the bottom of this bulletin.**

## **SPECIAL TESTING ARRANGEMENTS**

If you have a disability and need special testing arrangements, call the State Personnel Board's Examination and Selection Services Section at 916-653-1502, Telecommunications Device for the Deaf (TTY) at 916-654-6336, or via California Relay (Telephone) Service for the deaf or hearing impaired: from TTY phones: 1-800-735-2929, for voice phones: 1-800-735-2922.

## **ELIGIBLE LIST INFORMATION**

An open eligible list will be established for all State agencies/departments. Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.

## **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination announcement.

## **MINIMUM QUALIFICATIONS**

Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

### **SYSTEMS SOFTWARE SPECIALIST I (TECHNICAL)**

#### **EITHER I**

One year of experience in the California state service performing duties comparable to an Associate Systems Software Specialist (Technical).

#### **OR II**

Thirty months of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent systems programming, leadership over a group of systems software programmers, or participation on software project teams.

#### **OR III**

Thirty semester units or 45 quarter units of graduate work in information technology-related coursework from a recognized college or university.

## **POSITION DESCRIPTION**

Under general supervision, acts as a leader on systems software projects, and/or works independently, as a technical specialist on complex systems assignments. This is the advanced specialist level.

## EXAMINATION INFORMATION

Online Training & Experience Evaluation- Weighted 100%

The examination for Systems Software Specialist I (Technical) will consist of a Training and Experience Evaluation, which is the sole component of the exam. To obtain a position on the eligible list, a minimum score of 70% must be attained. An applicant will receive his/her score upon completion of the Training & Experience Evaluation. Your education and experience will be evaluated based on the following knowledge and abilities:

[Click here to preview the Training & Experience Evaluation](#)

## KNOWLEDGE AND ABILITIES

### Knowledge:

1. Knowledge of procedures and requirements to implement and verify hardware/software installations and maintenance.
2. Knowledge of information technology concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
3. Knowledge of system security to develop preventative measures to ensure system integrity and confidentiality.
4. Knowledge of the use and function of personal computers in an office-related environment.
5. Knowledge of basic customer service practices to effectively represent the State while helping customers.
6. Knowledge of data communications access methods to troubleshoot performance, communications problems and establish connectivity between disparate systems.
7. Knowledge of the data communication interfaces, hardware, and protocols utilized between the various components of a communication systems design to solve problems, troubleshoot, and test.
8. Knowledge of network protocols.
9. Knowledge of industry best practices in systematic problem solving to troubleshoot and test hardware/software installations.
10. Knowledge of computer system hardware specifications and capabilities.
11. Knowledge of database management systems.
12. Knowledge of security standards, practices, and technologies.
13. Knowledge of various system data gathering, sampling, and analysis techniques for troubleshooting, monitoring, diagnostics, and capacity planning.
14. Knowledge of information processing and systematic problem solving techniques used to troubleshoot and test hardware/software installations.
15. Knowledge of the metrics associated with resource utilization and performance analysis to monitor, troubleshoot, or document baseline systems performance issues.
16. Knowledge of the interfaces between hardware and software to determine compatibility of products, installations procedures, parameters and configuration changes.

### Abilities:

1. Ability to identify problems, draw valid conclusions, and develop effective solutions to troubleshoot and assist with application and performance issues.
2. Ability to apply knowledge of current industry best practices to evaluate alternative proposals

and recommend optimal solutions.

3. Ability to analyze data and situations logically to troubleshoot problems and make recommendations.
4. Ability to read and understand technical documents in order to install and configure hardware and software.
5. Ability to develop detailed installation, maintenance, and support specifications for use by team members and production support staff.
6. Ability to read and interpret reference materials to make decisions and provide information.
7. Ability to work with a variety of technical and management staff as well as vendors and associated organizations.
8. Ability to multi-task to complete various job functions or assignments.
9. Ability to listen effectively to obtain relevant information.
10. Ability to plan, coordinate, and schedule hardware and software installation activities to meet assigned deadlines.
11. Ability to establish and maintain collaborative working relationships with those contacted in the course of work in order to participate on projects, communicate with teammates, customers, management, and others.
12. Ability to present to customers and/or operations staff on new systems and software.
13. Ability to communicate effectively to explain issues and solutions to customers, managers, team members and vendors.
14. Ability to reason logically and draw valid conclusions and solve problems.
15. Ability to apply creative thinking in the design of methods of processing information with information technology systems.
16. Ability to plan and coordinate conversions/upgrades between generations or versions of computer systems/networks to ensure accurate implementation.
17. Ability to install and upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, controllers, consoles, messaging systems, etc.).
18. Ability to identify and diagnose malfunctions of operating systems to ensure software performs to system specifications.
19. Ability to prepare clear, sound, accurate, and informative issue papers and other reports to communicate findings, conclusions, and recommendations.
20. Ability to proofread and identify errors (content, grammar, spelling, etc.) within written documents.
21. Ability to communicate effectively in writing to convey information.
22. Ability to justify the need for additional resources in order to complete projects in a timely manner.
23. Ability to analyze system solution requirements in order to aid in the design of system development.
24. Ability to define alternative solutions to current problems related to software configuration management.
25. Ability to prioritize work assignments in order to maximize productivity.
26. Ability to work independently to solve problems, meet deadlines, and keep abreast of current industry best practices.
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## **VETERANS PREFERENCE**

Veterans' Preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested, these points through the State Personnel Board. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credits.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## CONTACT INFORMATION

State Personnel Board  
Examination and Selection Services Section  
801 Capitol Mall  
Sacramento, CA 95814  
(866) 844-8671  
(TTY) (916) 654-6336

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Veterans' Preference Points:** California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to

receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at [www.spb.ca.gov](http://www.spb.ca.gov) or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

## **TAKING THE EXAM**

**When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, once you click "Score My Exam," it will be instantly scored.**

**[Click here to go to the Internet exam for Systems Software Specialist I \(Technical\)](#)**